

# **(x) matters**

The relevance engine company

*(Combinations)*

# Why xMatters?



With xMatters relevance engines in place, your IT operation becomes more effective, more agile, and more valuable. Right now.

## What's a relevance engine?

A relevance engine is a capability that can be added to existing applications and technologies to connect people with relevant information, notifications, choices, and mobile access at exactly the right moment. Because relevance engines selectively deliver what matters to the appropriate people and give them the ability to take immediate action, they help businesses function more quickly, accurately, and intelligently.

### xMatters combinations for the *(alarmpoint)* engine

The primary goal of IT is to deliver IT services that work on time, every time. As an IT professional, you've been mandated to do more with less, use fewer human resources, avoid making capital expenditures... and still beat the competition.

You don't have to do it alone. The xMatters *(alarmpoint)* engine can help you meet challenging business initiatives by delivering vital information to the right people at the right time, on any device they choose.

Like many IT organizations, you may be working on initiatives to:

- Run a lean operation and still outpace the competition
- Make your service delivery more efficient and reliable
- Lead your organization through innovation

xMatters can help. Our relevance engines work with the enterprise applications and technologies you already have, seamlessly connecting processes, people, and systems to make them more effective .

### How it works

The xMatters *(alarmpoint)* engine delivers information and choices to the right people, at exactly the right moment, making IT operations and service support more competitive, more agile and more valuable.

The xMatters *(alarmpoint)* engine accomplishes this by matching individuals to the events and conditions that matter to them, delivering information and choices based on the person's role, responsibilities, and availability. It never delivers what is not needed or wanted. The person receiving the information can then access other personnel, processes or applications and quickly take effective action.

Our customers realize a rapid return on investment with the xMatters *(alarmpoint)* engine by connecting people with enterprise applications and business processes that are that are already in place, better than ever before.

Here's how the xMatters (*alarmpoint*) engine works:

**Match**

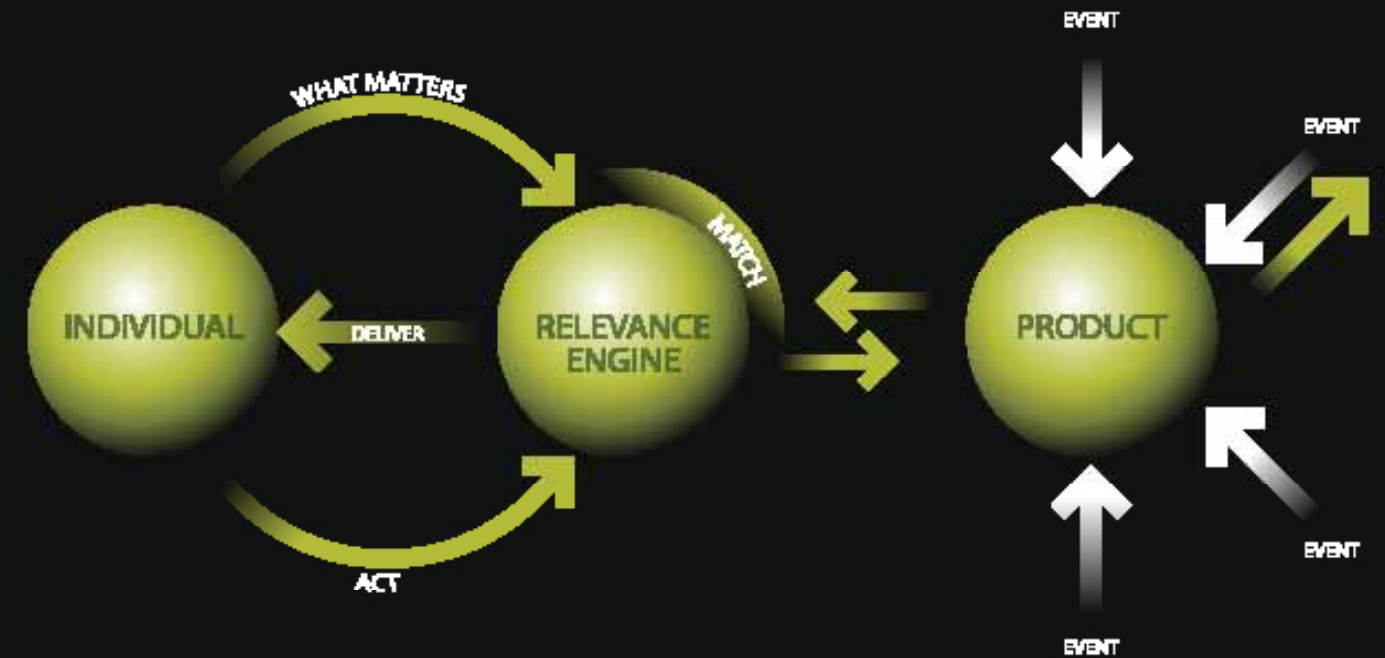
When an event occurs, the xMatters (*alarmpoint*) engine matches relevant information with what matters to each individual in a process or service. The relevance engine carefully parses individual and group preferences, roles, profiles and responsibilities, matching times, schedules, locations, networks and devices, delivering relevant information at exactly the right moment.

**Deliver**

The xMatters (*alarmpoint*) engine translates and delivers unstructured event data into structured information according to an individual's role, responsibility, profile, skills or preferences. Only relevant notifications, information, choices, and actions are sent to recipients, blocking notifications, information and options that they don't want or don't matter to them.

**Act**

Once connected, individuals can immediately act, gaining mobile or on-site access to systems and processes needed at that moment. The effect is that personnel are able to connect with people, processes and systems faster. Decision-making cycles shrink, while service quality improves and performance soars.





**(service delivery)**

When a relevance engine is added to existing services and processes, they become capable of delivering what matters to the people who need it, at exactly the right moment, so they can do what matters – better than ever before. To fulfill this promise, our engines are designed and built on a foundation of application, network and device neutrality – because they must connect all people, processes and information in a variety of locations, using all types of technologies.

The xMatters relevance engines are purpose-configured for IT functions:

**xMatters (*help desk*) engine**

The xMatters (*help desk*) engine automates ticket assignment, notification and escalation functions, leading to faster incident resolution times. Our customers experience a reduction in time from dispatch to resolution by 15 minutes on average.

**xMatters (*incident*) engine**

The xMatters (*incident*) engine enables companies incident management process automation by eliminating manual call outs and scheduling spreadsheets, accelerating collaboration, dispatch and assignment, reducing the mean time to resolution.

**xMatters (*change*) engine**

The xMatters (*change*) engine accelerates the change management approval process by allowing IT staff to create, acknowledge and accept change requests from anywhere, at anytime, from their smart phone.

**xMatters (*service provider*) engine**

The xMatters (*service provider*) engine improves operational efficiency for managed service providers, outsourcers and cloud hosting companies, connecting people, processes and applications, costs, and service quality.

**xMatters (*operations*) engine**

The xMatters (*operations*) engine provides visibility into IT and business processes closely aligning IT with the business, enabling maximum uptime, improving operational efficiency and reducing operational costs.

IT service delivery is at the core of the IT organization, and performance is measured in speed and reliability. The xMatters (alarmpoint) engine makes IT service delivery more efficient and reliable by providing the ability to consistently deliver services faster and more effectively to both internal and external customers.

A relevance engine optimizes the interplay of people, processes, and information so that event-relevant decisions can be made quickly and actions can be taken to keep businesses moving forward. xMatters has elite partnerships with the leading vendors, including BMC, CA, HP, IBM and Microsoft, which allows us to provide preconfigured relevance engines.

#### xMatters (*alarmpoint*) for HP

xMatters currently bundles xMatters lite with HP's products. Find our relevance engines combined with all the latest versions of HP Operations Manager, Network Node Manager, and Service Manager. xMatters (*alarmpoint*) for HP combines with:

- HP Service Manager
- HP Service Center
- HP Network Node Manager
- HP Operations Manager for Unix and Windows

#### xMatters (*alarmpoint*) for BMC Software

xMatters provides relevance engines for BMC Software's leading service delivery and service support products. xMatters (*alarmpoint*) for BMC is already combined with the following BMC products:

- BMC Remedy
- BMC Service Desk Express
- BMC Control M
- BMC Service Impact Manager
- BMC Performance Manager

#### xMatters (*alarmpoint*) for Computer Associates

xMatters (*alarmpoint*) engine for CA delivers relevant information for leading network, operations, cloud management and service support products, including:

- CA Service Desk
- CA Unicenter
- CA Spectrum

#### xMatters (*alarmpoint*) for IBM

xMatters works with IBM to deliver relevance engines for the IBM Tivoli product family as well as to IBM Global Services customers. Our relevance engines provide out-of-the-box combinations with IBM service delivery and service support products, including:

- IBM Service Request Manager - Maximo
- IBM Tivoli Netcool
- IBM Tivoli TEC

xMatters (*alarmpoint*) for Microsoft delivers relevant information for leading management products, including: Microsoft SCOM

## Mobile access

xMatters mobile access allows users two-way permission to important applications, using a customizable workbench. By adding xMatters mobile access to any relevance engine, our clients are able to rapidly enable secure, authenticated and audited access to any enterprise application. This mobile access builds a link between the mobile user and corporate applications, allowing the user to perform their duties anywhere, at any time. Our clients now have the ability to access and modify support tickets, view complex event dashboards, perform root cause analysis, and run commands to restore a service.

## Architecture

xMatters (*alarmpoint*) engines provide standard application program interfaces (APIs) available through a number of mechanisms, including web services, for flexible integration and event handling capabilities. Our relevance engines can easily be combined with enterprise applications, including systems and network management tools, service impact applications, support and help desk systems, change and configuration applications, run-book systems, enterprise scheduling and personnel data sources including LDAP, AD, SSO, CMDB, Peoplesoft and .xls sources.

## About xMatters

xMatters builds relevance engines that connect people with what they need to know at exactly the right moment — so they can take immediate action. Our relevance engines work with existing enterprise applications, technologies, and processes to help businesses run faster and smarter. Over 800 global firms use xMatters to make their products and services more valuable, both internally and to their customers and shareholders. Founded in 2000 as AlarmPoint Systems, xMatters is headquartered in Pleasanton, CA with European operations based in Woking, U.K. More information is available at [www.xmatters.com](http://www.xmatters.com) or 1-800-861-3916.

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